

QWEST CHOICE BUSINESS FEATURE INSTRUCTIONS

THREE WAY CALLING

Talk to two different people at separate locations at the same time. Three Way Calling makes it easy to plan activities or just plain chat. Works with both local and long distance calls.

TO ADD A SECOND PERSON TO A CALL YOU'RE ALREADY ON:

- Click the FLASH key or switchhook button to put the first caller on hold.
- Listen for three short tones and a normal dial tone.
- Dial the second number.
- When the second person answers, click FLASH or the switchhook again.

HOW TO USE THREE WAY CALLING

- Press and release the FLASH key or switchhook ("hang up") button to put the first call on hold.
- You'll hear three short tones and a normal dial tone.
- Dial the number you want to add to your conversation.
- When the second person answers, press FLASH again to connect the two calls.
- To hang up the second call, press and release FLASH another time.
- The first call is ended when the first person hangs up.

IF THE SECOND PERSON DOESN'T ANSWER:

- Simply press the switchhook twice to cancel the call.
- Continue speaking to the first caller.

CALL TRANSFER

To transfer a call:

- Click the receiver button or and listen for a new dial tone.
- Dial the number to which the call will be transferred.
- When the number rings, either hang up or stay on the line to announce the call.
- If the number is busy, unanswered, or the wrong number, press the button twice (pausing between) to return to the original call.

CALL FORWARDING

Forward calls from your office
to another number

How to use Call Forwarding

- Call *72 from your office phone.
- When you hear the normal dial tone, dial the number you want your calls forwarded to. *When the phone is answered, hang up.
- If the phone is busy, or no one answers, repeat the first two steps. You'll hear two quick tones.
- Call Forwarding is then activated. A short ring on your phone each time a call is forwarded reminds you Call Forwarding is on. You will not be able to answer calls at your business while Call Forwarding is on.
- To turn off Call Forwarding, press *73.

Remote Access Forwarding:

Forward your business lines to
another location from any touchtone
phone. Now you don't have to
go back to the office to turn your
forwarding ON or OFF, or to change
your forwarding number. You can
do it from wherever you are.

To set up Remote Access Forwarding

- From your business line, press *78 or call 1 888-(your area code)-8052 to call the Update Center.
See Helpful Hints on page three for more information about calling the Update Center.
- Enter the temporary security code 1234, then follow the instructions to set up your permanent security code.
- Select "Remote Access Forwarding" from the Main Menu and follow the prompts to enter the number* to which calls will be forwarded. Please refer to the instruction sheet included with your welcome letter for more complete instructions and restrictions.
- To turn off Remote Access Forwarding from your business line, press *78 or, call the Update Center again and follow the prompts.

CALLER ID

When someone calls, the display shows the caller's listed name and number after the first complete ring.

- The name, number, date and time of most calls are automatically stored, even if you don't answer.
- UNKNOWN, UNAVAILABLE or OUT OF AREA indicate the call is from an area where Caller ID is not available.
- PRIVATE or ANONYMOUS means that caller has chosen to block his/her line.

You can reject these calls with Anonymous Call Rejection.

Turn on Anonymous Call Rejection to automatically reject calls from people who block their numbers:

- Press *77, then hang up. Your phone won't even ring if someone calls from a blocked line.
- Blocked callers hear a recording that tells them that you do not accept anonymous calls, and that they can get through on a per-call basis by dialing *82 before placing the call.
- To turn off Anonymous Call Rejection, press *87.

CALL WAITING FEATURES

When you're on a call, and someone else is trying to reach you, you'll hear a special Call Waiting tone.

- If you want to answer the second call, to answer. Press again to switch back.

To temporarily turn off Call Waiting so the call you're about to make doesn't get interrupted:

- Press *70 and listen for three brief tones, then a normal dial tone.
- Dial the number you wish to call. Anyone who tries to reach you during this call, even privileged Selective Call Waiting callers, will hear a busy announcement or be sent to your voice mail service. Call Waiting is restored automatically when you hang up.

To temporarily turn off Call Waiting during a call:

- Simply press to put your current call on hold, listen for a normal dial tone, then press *70.
- Press again and resume your call without further interruption. Call Waiting is restored when you hang up.

To temporarily turn off Call Waiting to keep your dial-up modem connection from being disrupted:

- Store *70 as part of your dial-up number, so that Call Waiting turns off automatically when you go online.

Call Waiting will be restored automatically when you log off.

BUSINESS VOICE MAIL

You must set up your mailbox first:

From your business phone, press *98 or call the Retrieval Number shown on your welcome letter. Voice prompts will lead you through the following steps.

Create your own Security Code – Use a 4 to 15 digit number that doesn't begin or end with a zero.

Record a name to identify your Mailbox.

Choose a Greeting. Press:

- 1 Standard Greeting with your phone number.
- 2 Standard Greeting with your name.
- 3 Record your own Greeting, up to 90 seconds in length.

To listen to your messages:

- From your business line, press *98 or call the retrieval number shown on your welcome letter.
- Follow the prompts to listen to your messages. For complete instructions, refer to the printed guide enclosed in your welcome letter or you may download and print the Qwest Business Voice Mail User Guide at <http://www.qwest.com/userguides/>, in the Calling Features section.

CUSTOM RINGING

When you order Custom Ringing, we will assign an additional number to your office line.

- Each number has its own unique ring pattern, so that up to two people can identify their calls from each other.
- Each number can have its own listing in the Dex™ Directory as well, for an additional charge.
- If you also have Call Waiting, the alert tone is different for each Custom Ringing number too.

DIAL LOCK

To set up Dial Lock:

- From your business line, press *78 or call 1 888-(your area code)-8052 to call the Update Center.

See Helpful Hints on page three for more information about calling the Update Center.

- Enter your business phone number (if asked) and the temporary security code 123456.

Follow the instructions to set up your permanent security code.

- Select “Dial Lock” from the Main Menu and follow the prompts to turn on Dial Lock, set up or change your blocked numbers and bypass codes. Go to qwest.com to view the entire user guide.

LAST CALL RETURN

To find out the number of your last caller, press *69.

Blocked numbers are not available. If the returned call is long-distance, long-distance charges will apply.

- If you want to return this call, simply press 1.

Not all calls will be identified, and some calls may be identified but may not be able to be returned.

If this feature is not included in a package, charges for the feature apply if the call is identified, even if it is not or cannot be returned.

QWEST 411™ DIRECTORY ASSISTANCE

- Simply dial 411 to locate a phone number and/or address quickly and easily.
- Directory Assistance operators can also search for a name and/or an address when you provide them with a phone number.
- Two requests can be made per Directory Assistance call.
- Nationwide listing information is available. **Six free calls** are in addition to any state Directory Assistance free-call allowance.

UNISTAR®

Your assurance of high quality repair service, with a 30-day limited warranty.

- Provides trouble location to telephone equipment, simple inside telephone wire, the Qwest network and repair of your simple inside telephone wire and jacks providing Qwest telephone service and Qwest DSL service.

CALLING THE UPDATE CENTER

Some features require a short set-up through the Qwest Update Center before you can use them.

- Call *78 from your business phone or 1 888-(Your Area Code)-8052* from any phone.
- You'll be asked for a security code. The first time you call, enter the temporary security code shown in the following product instructions, then follow the prompts to set up your own security code.

For your protection, the temporary code expires in 30 days. If you do not set up your permanent code within that time, call us to have the temporary security code reset.

- Once you set up a code in the Update Center, you can use the same security code for all your features.

* In Arizona area code 928,
call 1 888-520-8052.

USING THE FLASH COMMAND

When the instructions say FLASH, you can use either the Flash key on your phone, or you can quickly press and release the switchhook instead – that's the receiver or "hang up" button. Make sure you hear three short tones, followed by a continuous dial tone before proceeding to the next step.

QUICK REFERENCE

Your Qwest calling features are easy to use with these simple commands and your touch-tone phone. If you have a rotary phone, dial 11 instead of *.

ACTIVATE /DEACTIVATE

Business Voice Mail Easy Access *98 --

Call Forwarding *72 /*73

Remote Access Forwarding *78 /*78

3-Way Calling --

Call Transfer --

Call Waiting *70

Selective Call Waiting *78/ *78

and Selective Call Waiting/ID

Qwest 411™ Directory Assistance 411 --

Last Call Return *69 /*89

Dial Lock *78 /*78